



MANAGING FOR RESULTS IN MARICOPA COUNTY

Managing for Results (MFR) is a comprehensive and integrated management system that focuses on achieving results for the customer and makes it possible for departments to demonstrate accountability to the taxpayers of Maricopa County.

- The purpose of *Managing for Results* is to improve the effectiveness and efficiency of County services, making Maricopa County a better place to live and work.
- In 2000, the Maricopa County Board of Supervisors adopted the *Managing for Results* policy that integrates planning, budgeting, reporting, evaluating and decision making for all Maricopa County departments.
- Maricopa County has been recognized by the Government Performance Project and *Governing Magazine* as a national leader in implementing *Managing for Results*.
- Each County department develops a results-oriented strategic plan that provides a clear, strategic direction and achievable goals for the department and its employees, and includes a set of performance measures to determine what results have been achieved, and if—and how well—strategic goals are being met.
- The County uses the award-winning Performance Measurement Certification (PMC) Program, developed by the Maricopa County Internal Audit Department, to ensure that performance information reported by departments is reliable and valid.
- As part of the *Managing for Results* system, the County uses a budgeting system, called *Budgeting for Results*, to ensure that financial resources, policy, department operations, and County staff are aligned to achieve results.
- Each County employee's individual performance plan is aligned so they contribute to the activities and results achieved by the department.
- Countywide performance is reported to the public through the Maricopa County website and the County's *Annual Strategic Directions Report* and the *Community Indicators Report*.



For more information about *Managing for Results* in Maricopa County, go to

<http://www.maricopa.gov/mfr>

